Welcome to Britain's best watering holes

There's a new marque to look for when you visit Britain's waterways. It's called Waterside, and it's the sign of a quality pub by the water.

Each individually run pub has its own distinctive character, and offers the finest drinks, food, facilities and, of course, service.

You can find out more about these and other waterside pubs at **www.waterscape.com.**

Take a trip to Britain's best watering holes. You'll be made very welcome.

The Bothy, Fort Augustus Lock, Caledonian Canal

Foxton Locks Inn, Grand Union Canal

The Steamboat Inn, Trent Locks, Erewash Canal

Realise your dream with a Waterside pub

You can make your dream of running your own pub beside the water a reality with Waterside. We have current and future lease opportunities available, throughout the United Kingdom.

Contact our managing agents Scottish & Newcastle Pub Enterprises to find out more or to register your interest. Call **0500 94 95 96** or visit **www.pub-enterprises.co.uk**

INSIDE: NEWS • LETTERS • A DAY IN THE LIFE • AND MUCH MORE

Spring/Summer 2006 Issue 12

waterfront

WATERSIDE WALKS
We review just some of the many walks out there

WE VISIT
The Lancaster Canal

THEN AND NOW
Goytre Wharf's past and present explored

PLUS...
A look at Summer Boat Shows

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Hanbury Wharf
Droitwich
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WR9 7DU
Tel: 01905 771018

The New Boat Co.

Southern Office
Thames & Kennet Marina
Caversham Lakes
Henley Road
Reading
Berks RG4 6LQ
Tel: 0118 9479 506

Since The New Boat Co began in 2000, we have tried to constantly offer new ranges in order to meet the needs of our customers, initially offering narrow beam boats from Sailaway stage through to Fully Fitted. The narrow beam boats were soon joined by a wide beam range, the Boston.
For those customers who wanted to buy a second-hand boat came the brokerage division, The Used Boat Co.

Since it's launch at Crick in 2004 the Aqualine 'Manhattan' has been highly rated by customers and the press alike, due to it's exceptional build quality, value and style.
The mix of traditional and contemporary design elements are perfectly executed by Aqualine's highly skilled craftsmen.
This year will see the launch of a new narrow beam boat from Aqualine, the 'Monaco', as well as a range of wide beam boats.

As many boats are used primarily for residential purposes it seemed sensible to offer a boat aimed specifically for those looking for spacious, high specification accommodation, with the ability to cruise down the river on a Saturday afternoon. With this idea in mind the 60 by 11 ft MetroFloat 'Henley' Apartment Boat was launched last year. The 'Henley' has been professionally designed to offer a luxurious home with all mod cons, and can be viewed at our second base at Thames & Kennet Marina.

What we felt was missing from The New Boat Co 'stable' was something for those who wanted to do more cruising, perhaps farther afield in coastal waters or Europe.
What we needed was a dutch barge, and this is now provided by the 'Explorer' from Pacific Boats which is available to view at our Reading base.

The Used Boat Co.

PACIFIC BOATS

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METRO FLOAT

Call us on 01905 771018 or 0118 9479 506
www.thenewboat.co.uk

The waterways always look lovely with a hint of sunshine to prove that spring really is on its way.

If like me you enjoy getting out and about along the towpaths then you might like to try one of our waterway walks on page 26. We've covered just a handful of the hundreds of walks you'll find on Waterscape.com/walking – a great way to keep fit and healthy, whilst enjoying being by the water.

You may have seen lots of BW staff and volunteers on the towpaths recently – but their stroll involved some litter picking, painting and planting too! At the time of going to press our annual 'Towpath Tidy' will have just finished. If you joined in this year, a big thank you, and if you didn't, keep your eyes peeled at the beginning of next year when we'll announce dates and be calling on more volunteers to help out.

It's the tidy towpaths and general waterways environment that makes them so appealing to many of us, and the more we are made aware of our impact on the environment, the harder we can work to protect it. That's why The Green Blue campaign is so important. On pages 18-19 we offer some simple tips on what we can all do to help protect the natural environment.

On a festival note, the Crick Boat Show is back and promises to be even bigger and better than ever before with plenty for all the family to do. There's more information about Crick and other major boat shows on page 9.

So, whether it's a festival, a walk or helping to protect the environment that interests you, it's all here in *Waterfront*.

Happy reading!

Nicky Ross
Editor

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Print: Greenshires Group Ltd
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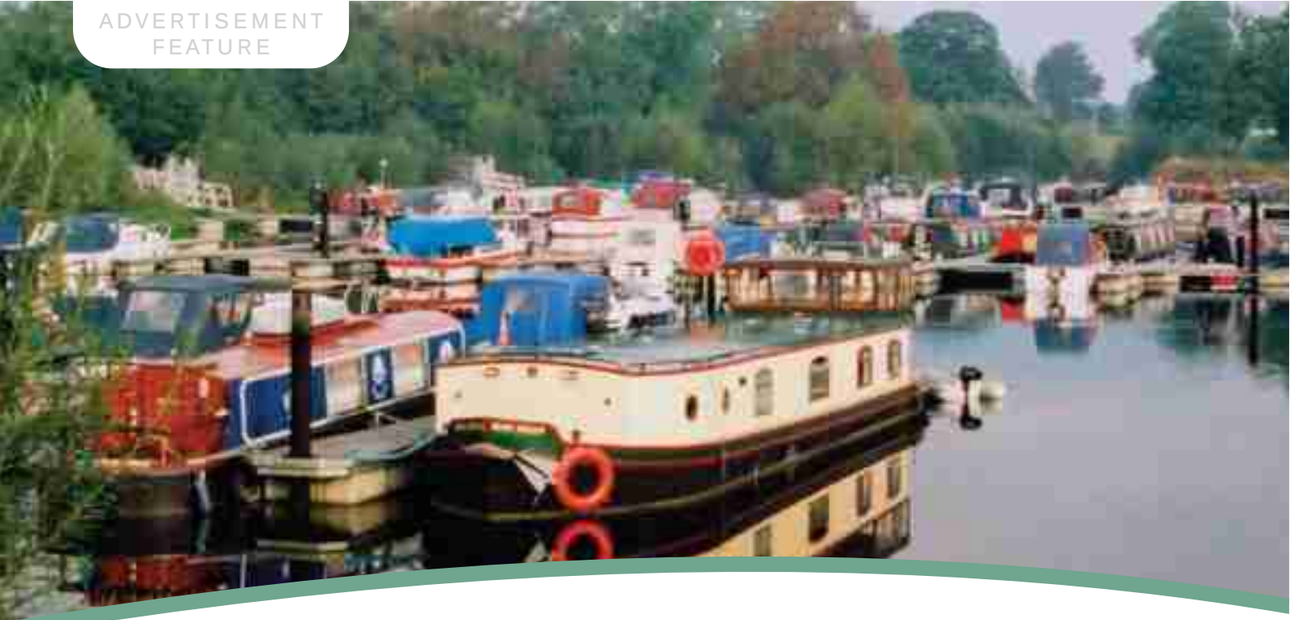
recycle

When you have finished with your copy of *Waterfront* don't forget to recycle it.

Front Cover: Foxton, Grand Union Canal

ADVERTISEMENT FEATURE



BWML - Moving Forward

In the two years since BWML was established it has become one of the market leaders in the inland waterway marina industry.

With fifteen marinas located around the country from the tranquillity of the Brecon Beacons to the lively London Docklands, we have something for everyone.

Moorings

BWML currently operates 15 marinas nationwide, offering thousands of metres of residential, leisure and visitor moorings. The great majority of the moorings come with water and electricity. Whatever your mooring requirements, BWML will endeavour to find you the perfect berth.

Marinas range from inland; such as Sawley and Bath, to coastal such as Hull on the Humber and Limehouse Marina in the heart of London.

Developments

We have increased, refurbished and extended existing berths and facilities raising the standards at our sites. We have invested in new facilities blocks. We have put dedicated customer service staff across our sites.
Over recent months we have been able to respond to the demand for wide-beam berths by creating a number of new moorings specifically designed for these boats. Our marinas in Newark and Ripon have recently undergone investment programmes to provide these facilities.

In order to satisfy the needs of the leisure boater who wants to spend their time enjoying the relaxation boating brings rather than worrying about the more mundane, practical issues of boat ownership, we are introducing the new 'Platinum' mooring package. We are currently investing in the development of our first 'Platinum' mooring basin at Sawley Marina. The all inclusive fee includes designated secure carparking, CCTV coverage, goods delivery service, electricity and water to each berth, external boat cleaning service, annual engine service, a breakdown and rescue service - even a delivery service from the on-site restaurant - and much much more.

Brokerage

Brokerage facilities and services are offered throughout BWML by our dedicated Boat Sales staff. Whether you are looking to sell, upgrade or purchase your first dream, we will be happy to assist you with your venture. The first port of call for most customers is the BWML website on which all brokerage vessels are listed. You can then obtain further information by contacting ant member of the brokerage team throughout the company.

New Boat Sales

BWML advances into the new boat sales field on a number of sites. Ranges include the Gem boats at Sawley Marina, the White Bear Class narrowboat at White Bear Marina and the Sea Otter Dutch Barge available to view at Limehouse Marina in London. Your specific needs can be catered for throughout the purchase and build.

Caravans

BWML not only caters for the boater, but also a different type of leisure industry all together. We have an 80+ pitch caravan park and many smaller sites around the country.

Chandlery

Chandlery facilities are also available on site at several BWML marinas, offering everything from clothing to anchor chains, engine spare parts and gifts. If you can't get to one of our chandleries yourself, simply call us and we can arrange delivery.

For chandlery, please visit our shops at Priory Marina, Sawley Marina and White Bear Marina

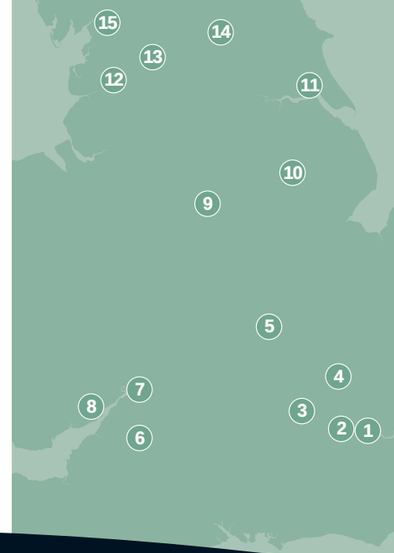
Workshop / Repairs

Repairs and maintenance are vital over time if you are going to enjoy your boat to the maximum. Most BWML marinas can offer hard standing facilities to enable you to have your boat lifted and stored out of water. Further to this, a number of our marinas also offer a workshop service, including Priory Marina where our own staff can complete the essential maintenance work you require to keep your vessel to keep it in tip-top condition.

We look forward to seeing you soon!

Our Marinas

1. Limehouse Marina
2. Poplar Marina
3. Packet Boat Marina
4. Apsley Marina
5. Priory Marina
6. Bath Marina
7. Gloucester Docks Marina
8. Goytre Wharf Marina
9. Sawley Marina
10. Kings Marina
11. Hull Marina
12. White Bear Marina
13. Lemonroyd Marina
14. Ripon Racecourse Marina
15. Galgate Marina



For more information please contact us at:
Sawley Marina, Sawley, Long Eaton, Nottingham. NG10 3AE
Tel: 0115 973 4278

BWML™
www.bwml.co.uk

NEWS IN BRIEF...NEWS IN BRIEF...NEWS IN

The latest news and information about boating and BW

BOATING UPDATE

Licence Fee Structure Consultation

BW wants to thank everyone who responded to its Licence Fee Structure Consultation which was launched in July 2005. Almost 500 responses were received from waterway user groups and many individual boaters. A 'white paper' was published on 23 November 2005 summarising the responses, and setting out revised proposals. This is still available to download from the BW website or as a hard copy from the Customer Service Centre, although the consultation is now formally closed.

The revised proposals were that continuous cruisers would continue to pay the lower licence fee rate, whilst shared ownership boats would be charged at the same rate as hire and timeshare boats. However, the definition of shared ownership is still under discussion. There are two views: (a) that all boats not owned or kept for personal use should be defined as 'shared' for licensing purposes. This would include many informal share arrangements within families or groups of friends; and (b) that only boat shares where a commercial operator sells shares in the boat would be considered as shared for licensing purposes.

There are difficulties with both of these definitions, and BW is having further discussions with national user groups. In the meantime, the life of the current licence terms and conditions is being extended to 30 June 2006 to allow time to resolve this remaining issue.

Many respondents to the consultation felt that there was a case for a more fundamental overhaul of boat licensing, bringing together the different systems of different navigation authorities. BW and the Environment Agency have agreed in principle to explore this and are having preliminary discussions with user and stakeholder groups.

WaterWatch – Less is More!

This year's dry winter has left groundwater and river levels in many parts of the country at extremely low levels. Combine this with the predicted dry summer and we could be in for more problems.

However, on a good note, the considerable investment that BW made in water management and monitoring systems over the last decade has started to pay off, and last year only limited boating restrictions were necessary towards the end of the summer (unlike eleven years ago when the Oxford Canal summit had to be closed at the start of June).

Even with this investment, we still all need to do our bit to help, and BW is urging boaters to be sparing throughout the year, by following its WaterWatch top tips:

1. share locks with other boats, even if this means waiting a little while for other boats to arrive
2. ensure lock cycles are used for boats travelling in each direction
3. shut all sluice gates and paddles when leaving a lock and reporting leaks
4. turning the water point taps off fully, so not a drop is wasted
5. keep an eye out for filling water tanks so that they don't run over and waste valuable water

BW will be providing regular WaterWatch updates throughout the year, with local information and advice posted around the waterways. Visit **www.waterscape.com/boating/stoppages** for further advice on any restrictions that may be necessary.

Boat Safety Scheme Updates

The second edition of the BSS Guide is now available in print format.

While it is designed to fit in the old BSS Guide folder, a new, stronger folder with clips is also on offer. The Guide, which gives full details of all requirements and checks, is in colour with a loose leaf format. The wrapped inserts are priced at £5.50 and the folder is 80p. If ordering by post, packing and handling charges apply. Details are available on **www.boatsafetyscheme.com** or by calling the BSS Office on **01923 201278**.

The BSS and Warwickshire Fire & Rescue Service have formed a partnership to improve fire safety for boaters.

The fire service is introducing a boat fire safety check which will take the format of a chat'n'check boat visit. They will help boaters look at fire safety issues such as the use of candles, smoking aboard and the safe use of fuels. You can also expect fire fighters to cover the topics of smoke alarms and fire action plans.

The partnership will also see more detailed reporting and investigation of boat fires, and the promotion of this model package to fire and rescue services across the country.

If your boat is in Warwickshire and you want to have a WFRS Boat Fire Safety Check call **01926 410800**. For more information or to take part in a boat fire safety awareness survey visit **www.warwickshire.gov.uk/fireandrescue** and take part online.

INLAND MARINA INVESTMENT GUIDE

With a view to increasing the number of offline moorings to meet ever increasing demand, BW has launched the Inland Marina Investment Guide.

The Guide is integral to BW's plans to support the continued growth of inland boating by encouraging and supporting the development of marinas and providing additional moorings with better facilities. BW has set up a specialist New Marinas Unit to help potential new marina developers and investors. The Unit is being managed by Nigel Sheppard, formerly BW service manager East Midlands. For more information take a look at **www.britishwaterways.co.uk/marinadevelopment**

RECYCLING OF CUSTOMER WASTE

Apparently 91% of us now recycle at home, so it is unsurprising that boaters want to do the same on the waterways.

There are a number of practical problems, for example, lack of space on boats to separate types of waste and, not least, the current scarcity of canalside facilities. BW is tackling this matter on a number of fronts. For example in Yorkshire, arrangements have been made with local authorities to add waterway refuse points to their recycling collections; in London, signs tell boaters where there are disposal points close to the waterway such as at car parks, supermarkets or pubs; and Central Shires Waterways are currently undertaking a feasibility study for the comprehensive provision of recycling facilities. This has involved consultation with customers and waste operators and also with hire boat operators and boat builders about how on board facilities may be best provided. As part of the consultation the team will also look to find practical sites where recycling facilities could be situated around the waterways. For more information about practical ways to be an environmentally friendly boater, turn to page 18 for our article about The Green Blue project.

THE ROAD TO BW WIGAN OFFICE

BW North West Waterways team have moved from their temporary offices in Warrington to new waterside offices in Wigan. The new contact details are:

British Waterways, Waterside House, Waterside Drive, Wigan WN3 5AZ

T 01942 405 700
F 01942 405 710

NORWOOD OFFICE MOVE TO BRENTFORD

BW London's Norwood office has recently moved to a new site at Brentford Lock. The new contact details are:

British Waterways, 24 Canute House, Durham Wharf Drive, Brentford, Middlesex TW8 8HP

T 0207 985 7780
F 0208 847 1780

LET THE WATERWAYS MUSEUMS ENTERTAIN YOU...

From historic diving weekends to boating extravaganzas, the waterways museums at Gloucester, Ellesmere Port and Stoke Bruerne are jam packed with events and exhibitions to entertain people of all ages throughout the year.

Visit the Boat Museum at Ellesmere Port and help celebrate the completion of the £2 million re-development programme and the museum's 30th birthday.

There are daily guided tours and boat trips in addition to weekend festivals. The year-long celebrations kick off with a spectacular four-day gala over the Easter Bank Holiday weekend.

GET A SEASON TICKET

To help you get the most from all the activities on offer at Gloucester, Ellesmere Port and Stoke Bruerne, The Waterways Trust is offering a year long season ticket. With this ticket you can return time and time again to any of the Trust's museums for a 12 month period. Ask for details of the season ticket on your next visit to any one of the three waterways museums.

Visit **www.thewaterwaystrust.org.uk** to find out what's going on when and where or contact the individual museums on:

The National Waterways Museum
The Docks, Gloucester
T 01452 318200

The Boat Museum
Ellesmere Port, Cheshire
T 0151 373 4373

The Canal Museum
Stoke Bruerne, Northamptonshire
T 01604 862229

WHAT'S NEW WITH WATERSCAPE?

On the 1 April 2006 BW brought Waterscape.com in-house. Waterscape.com is the website for all you need to know about the inland waterways, so if you've never looked before, now is the time to do it. If you are a regular user you will notice there's been a few changes to the site over the year.

Renew on-line

Did you know that you can renew your boat licence on-line? Just go to www.waterscape.com/renewal and have your customer and renewal number to hand, along with your up-to-date insurance and boat safety certificates, email address and credit/debit card details.

Go Find

Take a look at the 'Go Find' section – here you can search for any waterside business you might need to find, from a chandlery or boat repair yard, through to your favourite waterside pub or restaurant.

Events Listings

Easter traditionally sees the boating season start in earnest, which brings with it hundreds of waterway festivals, rallies and events. Look at www.waterscape.com/events to plan which ones you want to attend.

Food for thought

If you like good food and drink in a fantastic waterside setting, then you should take a look at the new 'Eating & Drinking' section of www.waterscape.com/eatingdrinkingguide for more inspiration.

Sign-up to the new monthly newsletter

Waterscape.com has launched a new monthly newsletter with news and events specific to your area, as well as great ideas of things to do by the water and a chance for you to have your say through their monthly surveys. You can also sign-up to a weekly update for all the latest news about the waterways. Register at www.waterscape.com/register

Boaters' Guides

A must for boaters – up-to-date and printer-friendly guides containing information on current stoppages, visitor moorings and facilities are available for BW's waterways. Simply go to www.waterscape.com/boating/guides and select the waterway you want.

ADVERTISEMENT FEATURE

BRACE! BRACE!

Imagine the horror. You cruise up to your next set of lock gates, enter the lock, select reverse and nothing happens.

As the gates loom towards you, you quickly move the Morse controller from one position to the next. Feelings of panic rise and you shout to your crew to warn them and then you brace yourself for the inevitable crunch!

The type of boat you are driving, say a GRP cruiser or a steel narrow boat, will dictate the type of crunch you experience and the amount of damage sustained by your vessel and the lock gates. It is never a pleasant experience, no matter what boat you own.

The problem usually lies with a misbehaving cable. Cables experience a harsh life and can suffer many problems. They can stick, stretch, and even be incorrectly installed, but the biggest cause of the situation like our example is when a cable breaks. Quick thinking and practical experience can provide some help, for instance switching your engine off in the case above may reduce the damage to both the boat and the lock gates.

A correctly fitted and properly routed cable can last for many years; however fitting a cable wrongly can result in its life being reduced by more than 50%. Regularly checking your cables for wear and tear is good maintenance practice, and you should always investigate any changes to the 'feel' of the Morse controller, such as stiffness or tightness, before continuing on your journey, as this is a sure sign that you have a problem.

Cable faults and breakages are just one of the many problems that RCR engineers attend to on a daily basis as part of our extensive National Breakdown and Recovery Cover. Although we can't stop the inevitable breakdowns happening we can ensure you are in safe hands and back on your way in the fastest time possible.

Why not visit our website and check out our free route planning software, web shop and details of our nationwide boat maintenance courses.

June 2005

I had occasion to call you out three days ago when the alternator bracket on my narrowboat came adrift.

It was the Sunday of a Bank Holiday weekend.

Your service was exemplary. It was courteous, fast efficient and all of your employees were extremely friendly.

It took three hours to fix but there was no way that your engineer was going to give up on the problem– 'its not my nature', were his exact words.

Gold Member

Boat – Odyssey

For more information visit **www.rivercanalrescue.co.uk** or call **0870 2008021**, or see page 11 for RCR membership details. Quote **BW2006_1B** to receive your free gift

BW NEWS...

BW CUSTOMER SERVICE AWARD

Congratulations to **Adrian Inglefield**, team leader Wolverhampton, on the Birmingham Canal Navigations Main Line, who was the winner of BW's National Customer Service Award, launched in 2005. Adrian and his team look after the flight of 21 locks at Wolverhampton which is the gateway to the BCN system. In recent years it had become a magnet for drug-users, drinkers and other forms of anti-social behaviour. Adrian refused to accept this situation and enlisted the help of the police and the local authority. He also liaised with BW GIS specialists to develop a crime mapping project (see the piece on page 10); encouraged beat officers to patrol the flight regularly; and was instrumental in helping Wolverhampton City Council scoop two silver awards in the Heart of England in Bloom Competition. BW's chief executive Robin Evans said: "It was an extraordinarily difficult choice to make. I am enormously grateful to everyone in BW who works so tirelessly. In choosing Adrian I was impressed with the wider view he took of customer service, as well as his determination, energy and ingenuity."

LOCK KEEPER OF THE YEAR

Simon Thomas, based at Diglis Basin on the Worcester & Birmingham Canal, has been awarded the APCO Lock Keeper of the Year Award. Congratulations to Simon who has been recognised by APCO as an extremely helpful and friendly lock keeper, going above and beyond the call of duty. You can read more about Simon on page 29.

INTRODUCING…

Since the last edition of ***Waterfront*** (Autumn/Winter 2005) BW has appointed:

Steve Dunlop: Steve joins BW as Director, Scotland, replacing Jim Stirling (who was promoted to technical director last year). Steve has a strong track record in devising and implementing high profile regeneration strategies across Scotland and the North of England. He was formerly Director of Community Services at Falkirk Council and Director of Regeneration, Newcastle City Council.

Jeff Whyatt: Jeff joins BW as general manager at South East Waterways. He has considerable experience in retail operations management and business development gained from various senior management roles with Marks & Spencer and the Thresher Group.

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www.blakespaints.com

BLAKES Paints

BW NEWS...

BIRD FLU

You won't have failed to notice the recent concerns expressed in the media about Avian Influenza, commonly referred to as Bird Flu. BW has been working hard since last October to make sure that should the H5N1 strain arrive in the UK everyone remains safe when enjoying a visit to the waterways.

What's often not mentioned is that strains of Bird Flu have been present amongst the UK's bird population for many years. The current concerns about the H5N1 strain are understandable because of the small risk it poses to public health, but it's important to remember that there have been no reported cases across the world of humans contracting the H5N1 strain from wild birds. The only cases involving humans have been where people have come into close and prolonged contact with domestic birds such as chickens and turkeys.

Even so, BW is well prepared for all eventualities, based on the sound scientific advice given by ADAS, the agricultural specialists who helped BW to reopen the network after it was closed during the Foot & Mouth crisis five years ago.

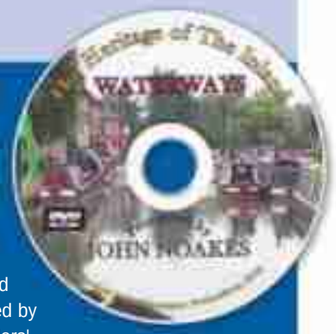
You can find out more by going to www.waterscape.com/birdflu where a link will take you to our latest current advice.

NEW INFORMATION BOAT

Visitors to London Waterways can get on-board the new BW floating information boat, moored between Little Venice and Paddington Basin, near the BW London office at Sheldon Square, Paddington.

The boat has a public reception area with an enquiries desk, leaflet displays and on-line access to Waterscape.com and other tourist websites. As well as visitor information, services for boaters will be provided including BW keys, electricity and pump-out cards. The boat will be open between 10am and 4.30pm Monday to Friday and will occasionally open at weekends for events, including the Canalway Cavalcade in Little Venice (29 April to 1 May 2006).

HERITAGE DVD GIVEAWAY!!



'The Heritage of the Inland Waterways' presented by John Noakes, former Blue Peter presenter and a waterway enthusiast, features some of the UK's most stunning canal routes. The film is a real celebration of the history and heritage of the inland waterway network and we've got five copies, signed by John Noakes, to give away free to *Waterfront* readers!

SIMPLY ANSWER THIS QUESTION:

Q Which children's TV programme did John Noakes famously present?

Send your entries to ***Waterfront*** Competition, British Waterways, Church Road, Watford WD17 4QA or email waterfront@britishwaterways.co.uk with 'Competition' in the title bar.

You can also order copies directly at a price of £14.99 for the DVD and £12.99 for the VHS (both inclusive of postage and packing) send a cheque or postal order to: Trent Television Productions, 1 Green Terrace, Glasbury-on-Wye, Hereford HR3 5LJ or call 01497 842998.

You can also buy on-line from the IWA shop for £16.99 plus postage & packing. Endorsed by both The Waterways Trust and the Inland Waterways Association, a donation will be made to the IWA for every copy sold.

Cover for most types of boat, extending from inland waterways to coastal waters and beyond.

If you are aged 50 or over call

0800 015 3360

stating reference GP3699.

Lines open 9am-5.30pm weekdays and 9am-1pm Saturday.

www.saga.co.uk/boat

Saga Services would like to send you information about other Saga products and services and may pass on your details to other Saga companies for this purpose.

SAGA

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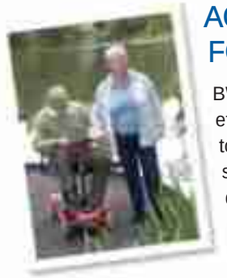
BW NEWS...



ACCESS FOR ALL

BW is stepping up its efforts to improve access to its network and its services for people with disabilities. Workshops covering practical aspects of access provision, auditing techniques and the presentation of information and interpretation are being held this spring. They will help staff become better aware of the differing needs of people with disabilities.

BW is also reviewing its approach to tackling the problem of motorcycle misuse of towpaths. Guidance emphasises the need to carefully assess the extent of the problem and the risk it presents in a particular locality. The erection of barriers can hinder or prevent access by legitimate users, especially people with disabilities, and the guidance suggests alternative approaches such as increased surveillance, better involvement of users and neighbours, increased police involvement and prosecution or diversionary activities such as off road clubs.

VISIT LONDON BY WATER

London is internationally recognised as one of the world's best cities to visit. There are countless historic and contemporary attractions, from the Tower of London to the London Eye, many of which are either on, or a short stroll away, from a canal or river.

BW London has recently produced a new leaflet which gives three suggested routes around the capital and highlights the 'top ten' visitor mooring sites for boaters. Boaters' facilities are listed alongside the nearby attractions you could visit. As an added extra, BW London have teamed up with waterside businesses to offer special deals to London waterway visitors. The leaflet and offers are available from the Customer Service Centre or you can download a copy from www.waterscape.com/London

FESTIVALS GALORE

Scottish Boat Show and Outdoor Leisure Festival

The Scottish Boat Show and Outdoor Leisure Festival will return to The Falkirk Wheel from 19-21 May 2006. The event will showcase a wide range of water sports and towpath activities, from boating and sailing opportunities to cycling, walking and fishing. As part of the show there will be scheduled boat trips to get people out onto the water and experience what the waterways have to offer first hand. Admission is at the gate and is £3 for adults with free entry for accompanied children under 16. For more information look at www.thescottishboatshow.co.uk

Crick Boat Show 2006

If you're looking for a great way to spend May Bank Holiday weekend (27-29 May 2006) and keep every member of your family entertained, Crick Boat Show 2006 could be the solution! This fantastic family event has something for everyone. The UK's premier inland waterways event, Crick Boat Show takes place alongside the Grand Union Canal, Leicester Line at Crick Marina in Northamptonshire.

If you book your ticket on-line at www.crickboatshow.co.uk you will receive a free Official Show Guide. Ticket prices and opening times are all on-line at www.crickboatshow.co.uk or alternatively call BW South East on 01908 302500.

IWA Diamond Jubilee

The Inland Waterways Association (IWA) was formed in 1946 and during its early years mounted several campaigns against waterway closures. This year is celebrates its Diamond Jubilee!

The first IWA National Festival and Rally of Boats was staged at Market Harborough in 1950 as a way to publicise the IWA's activities and draw attention to the plight of the inland waterways. The event attracted over 50,000 visitors. 120 boats attended from all over the country, struggling through semi-derelict waterways. The rally was a huge success, putting the Association and its cause firmly into the limelight. Since then IWA National Waterway Festivals have been held on a regular basis.

This year the Diamond Jubilee National Festival and Boat Show will be held at Beale Park, Pangbourne on the River Thames from the 26-28 August 2006. It's hoped that up to 800 boats will travel to the event. Advance tickets are £7.50 and can be obtained from the IWA by phoning 01923 711114. Children under 16: free. Concessions: £6. Tickets at the gate are £8.50. For more information look at www.waterways.org.uk

Special discount offer

The Environment Agency is offering discounts on boat licences. Those attending IWA's National Festival at Beale Park can claim a 33% discount on a one-month Thames licence, allowing boaters to make the most of the other attractions that the Thames has to offer. In addition, boaters attending the Beale Park Thames Boat Show from 9-11 June 2006 can also benefit from a 33% discount on a two week licence.

FOCUS ON SAFETY

Lighting up Camden

The Regent's Canal through Camden has been the subject of a £250,000 community safety project.

The new safety measures follow feed-back and consultation with regular canal users, crime prevention advisors, local residents and the Metropolitan Police. They include: specially designed lighting for a quarter-mile stretch of towpath and eight bridges; as well as graffiti cleaning; CCTV cameras; street wardens; increased patrolling of the canal by police; planting schemes; new signs at access points; fencing-off hidden corners; and replacing walls with railings at access points.

The new bridge lighting uses subtle programmes of gradual movement and are strong enough to light the area safely and provide a clear image for the new CCTV cameras, without a harsh glare.

Safe Boating

All boat licence holders are entitled to a free copy of The Boater's Handbook, published jointly by BW and the Environment Agency. It's full of tips on boat handling, operating locks and bridges and aims to help everyone on board recognise and avoid unnecessary risks when boating.

If you don't have a copy, download it from www.waterwscape.com/boatershandbook or contact the Customer Service Centre and they'll send you a new one. BW urges all boat owners to ensure that boat crews as well as skippers are familiar with the advice in the handbook. There's also a companion 30-minute film available on video (£3.00) or dvd (£2.50) available from BW's Customer Service Centre.

Crime Mapping

Anti-social behaviour is a growing problem, both on and off the waterways. BW's GIS specialist, Zoe Wright, has been working with the West Midlands Waterways team to try and reduce this type of crime on their canals.

Zoe explained: "It's quite a simple process. Patrol staff and waterway operatives reported all incidents, these were then recorded with grid references and categorised into one of eight groups: anti-social behaviour; boat or waterway furniture vandalism; drugs; fly-tipping; graffiti; personal attack; theft and wildlife crime. Hotspot areas could then be identified as they were clearly mapped and recorded.

This information was then used to highlight the problems to other authorities such as the police."

Wolverhampton Top Locks has been transformed by sharing this information with the police and local council. The whole area has been cleaned up, shrubbery has been replaced with low level planting, and an alcohol free zone has been extended to cover this area. Initially reports of problems were halved and now there are only a handful of incidents. Boaters can now stop in safety. Zoe concludes: "By highlighting problems we can work to find a solution, and often with partners who can bring in funding as well. BW is currently working on a standard solution to mapping and managing crime and anti-social behaviour that will bring best practice to all of the waterways."

CONTACT US

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River Canal Rescue (RCR) provides its members with **National Breakdown & Recovery Assistance 24hrs, 365 days a year.** The service is available to all boaters using the inland waterways in the UK.

In the event of a breakdown RCR will send a qualified mechanic to undertake a thorough investigation of the breakdown, and rectify where possible. If the problem cannot be resolved in situ the vessel will be towed to a local marina or safe haven, at no additional cost other than your membership subscription.
RCR offer four levels of membership reflecting the degree of cover required. **There are No Hourly Charges and No Callout charges.**

Membership includes
(dependent on membership level):

- Breakdown Assistance & Recovery
- Home-start Assistance
- Outboard Loan
- Yearly inspection of engine and electrical system
- Relay of crew to home base
- Crisis Coordination and Message Relay Service
- Provision Pick-up Service
- Practical and Technical Telephone Assistance
- Parts Delivery
- Route Planning
- General Information
- Mobile phone Package (available on request)

Pay on Use services:

- Guaranteed Servicing available exclusively to members. Set price for servicing and a money back guarantee that parts are exchanged.
- Boat Handling Courses - details available on request.
- Maintenance Courses - timetable of courses around the country will be sent with your membership pack.
- Personal Boat Transportation - we can provide a trained person to cruise your craft back to your chosen location
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ANNUAL MEMBERSHIP APPLICATION FORM

Please return form and cheque (if applicable) in an envelope addressed to: River Canal Rescue, Freepost NAT 11249, Stafford, Staffordshire ST17 0BR

MEMBERSHIP REQUIRED – (*please tick as required*)

GOLD: £160 ☐

National Breakdown Assistance & Recovery including Homestart, and Crew Relay. **Cover for any vessel or any user.** Annual Engine and Electrical Inspection of registered boat. **Unlimited callouts.**

- ☐ Member = Vessel - covered for all users
- ☐ Member = Registered User - covered on any boat

SILVER: £105 ☐

National Breakdown Assistance & Recovery including Homestart and Crew Relay. Cover for Member and **one other registered user.**
Maximum 7 callouts.
Member = Registered User and Vessel

BRONZE: £80 ☐

National Breakdown Assistance & Recovery.
Maximum 4 callouts
Member = Registered User and Vessel

RETAINER: £55 ☐

Registers the member - provides the same priority and accessto services but pay on use. Breakdown and Assistance charged at a flat rate of **£30 per breakdown.**
Member = Boat

Key Terms & Conditions

1. We do not offer a minimum callout time.
2. Recovery to local marina or members choice of location, has to be within a max of 2hrs cruising time, and is dependent on the availability of RCR staff.
3. The cost of replacement parts is the responsibility of the member.
4. Pay on Use Services are provided at the discretion and availability of RCR staff or contractors.
5. Parts delivery, outboard loan, is provided at the discretion and availability of RCR staff or contractors.
6. RCR reserve the right to refuse membership.
7. We do not repair any domestic electrics, appliances or plumbing.
8. The registered vessel must be properly maintained and serviced, and all reasonable steps taken to prevent breakdowns.
9. Home start cover is required up to 1 mile away from registered moorings.

PERSONAL DETAILS (*Please use* BLOCK CAPITALS)

Title: Mr Mrs Miss Ms (*delete as applicable*) Other .....
Surname: .....
Forenames: .....
Address: .....
.....
..... **Postcode:** .....
Telephone: .....
Email: .....

VESSEL DETAILS

Name of Craft: .....
Reg No. of Craft: .....
Type of Craft: .....
(i.e. Cruiser, Narrow boat)
Length: ..... **Width:** ..... **Height:** ..... *(m / ft)*
Displacement/Weight *(if known)* .....
Hull: Wood ☐ Fiberglass ☐ Steel ☐

ENGINE DETAILS

Type: Inboard ☐ Outboard ☐
Make: .....
Engine Size: .....(cc / HP)
Engine No: .....(outboard only)
Electrical System: 12 Volt ☐ 24 Volt ☐
Fuel: Petrol ☐ Diesel ☐ Two stroke ☐
Other.....

REGISTERED MOORINGS: *(if any)*

.....
.....
.....Tel No:.....

PAYMENT DETAILS

Please choose your method of payment
Cheque ☐ Credit Card ☐
Made payable to RCR Complete details below
Mastercard / Eurocard / Visa / Delta / Maestro
Card No.....
Expiry Date ..... Issue No .....

I understand that this application form is subject to terms and conditions and that my membership will become active once I have received a copy of these in my membership package.

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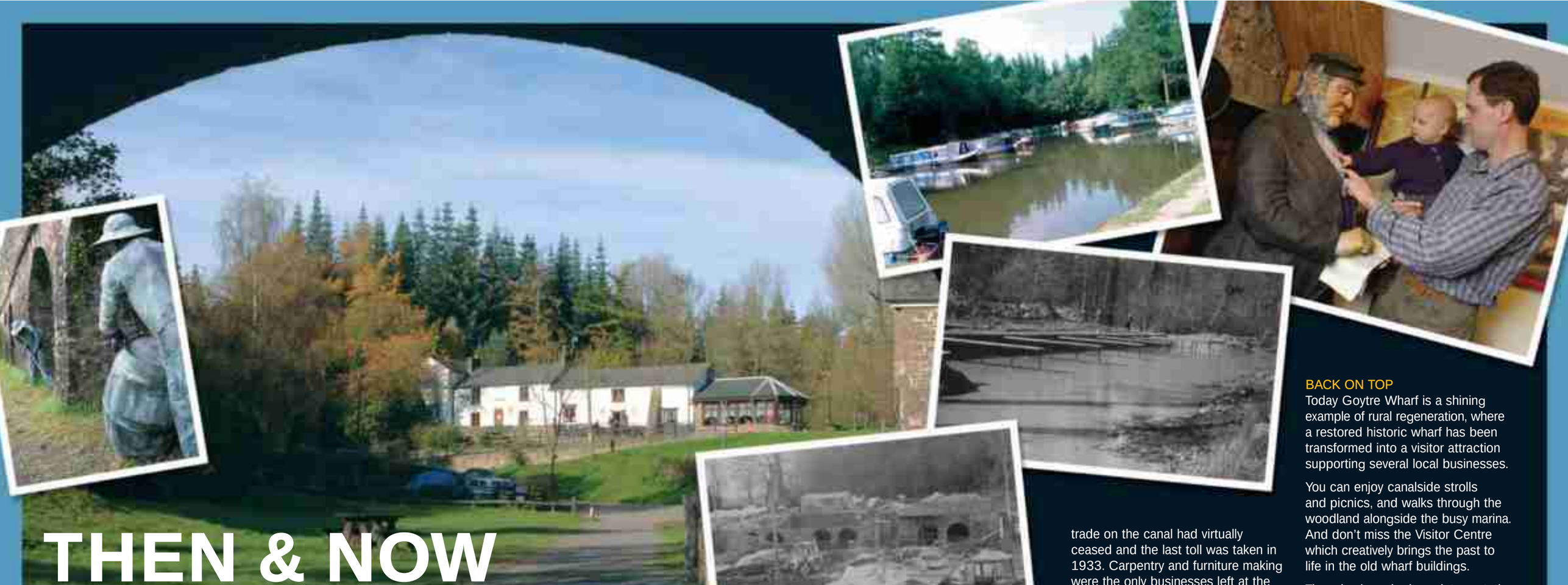


THEN & NOW GOYTRE WHARF

Goytre Wharf is located near Abergavenny on the picturesque Monmouthshire & Brecon Canal. It covers an 8-acre site enclosed by woodland within the Brecon Beacons National Park and is an important part of the Blaenavon World Heritage site. *Waterfront's* Hannah Kitchener looks back at Goytre's changing fortunes.

TWO FOR ONE

Did you know the Monmouthshire & Brecon Canal is really two canals joined together? The Monmouthshire Canal was completed in 1799, one arm from Newport to Pontnewynydd and the other from Newport to Crumlin, whilst work began on the Brecknock & Abergavenny Canal in 1796 and took 16 years to complete.

The Brecknock & Abergavenny Canal was unusual, as the first engineer, Thomas Dadford Junior, routed the canal along the contours of the Usk Valley and used only six locks and a tunnel to cover the 33-mile section from Brecon to Pontymoile. Instead of connecting the canal to the River Usk as planned, the builders of the Monmouthshire Canal paid to join the two canals at Pontymoile. In 1865 the Monmouthshire Canal Company formalised the union between the two canals by buying the Brecknock & Abergavenny Canal Company.

Fifteen years later the Monmouthshire Railway and Canal Company were under the hammer. This time the buyer was a railway company – the Great Western. It was from this point the canal became known as the Monmouthshire & Brecon Canal, or more affectionately, the 'Mon & Brec'.

LIMEKILNS, AN AQUEDUCT, COTTAGES AND MUCH MORE...

Several wharfs were built along the canal as stopping points to load iron and coal brought by tramroads from the furnaces and pits, or as unloading points for limestone and coal. The wharf at Goytre was built in 1810 and is located between bridges 74 and 75 on what was originally the Brecknock & Abergavenny section of the canal.

The name Goytre suits this location perfectly – in Welsh it is spelt Goetre and means 'a house, farm or township in the woods'.

The site is rich in industrial heritage with three limekilns, an aqueduct, a machine operator's cottage and wharf buildings. The kilns burnt limestone to make lime for fertilising fields and whitewashing houses.

In 1812 Machine Cottage (now a holiday home called Aqueduct Cottage) and a weighbridge were built between the kilns and the canal. Francis Morgan was the first machine clerk and it was his job to calculate the value of the cargoes before they left for their final destination.

DOWN BUT NOT OUT

Lime wasn't the only item traded here, coal and timber were also taken to market by canal, but by the 1910s trade on the canal had virtually ceased and the last toll was taken in 1933. Carpentry and furniture making were the only businesses left at the wharf until pleasure boating started to become popular.

By the 1950s the IWA was campaigning to restore the canal and in 1970 there were 33 miles reopened to navigation from Brecon to Pontymoile. 1974 saw the opening of the Goytre Wharf marina for private boats and during the 1990s an additional two miles of canal to Five Locks, Cwmbran was reopened.

ON THE UP

In 1997 things really turned around when funds became available to regenerate the site in partnership with Monmouthshire County Council, the Welsh Development Agency, the Welsh Tourist Board, and the Welsh European Funding Office.

Over £600,000 was raised to: extend the stable block to house a restaurant and visitor centre with disabled access; restore the three historic lime kilns and the weighing machine cottage; create a car park; and add a new boat house, dry dock, office and facilities for the tenant hire boat operator.

BACK ON TOP

Today Goytre Wharf is a shining example of rural regeneration, where a restored historic wharf has been transformed into a visitor attraction supporting several local businesses.

You can enjoy canalside strolls and picnics, and walks through the woodland alongside the busy marina. And don't miss the Visitor Centre which creatively brings the past to life in the old wharf buildings.

There is also a heritage interpretation trail which features talking figures, brass rubbings, a tramroad exhibition and interactive information panels. Listen to boatman Evan Williams telling his boat journey from Gilwern Wharf to Goytre Wharf, tales from machine clerk Francis Morgan and finally Dai revealing his life as a kiln worker.

And for children there's a literacy sculpture trail for 4-11 year olds. The trail encourages children to create their own waterway inspired stories.

Other features of the Centre include interactive touch screen computers explaining the history and ecology of the area, children's slide, picnic area and hirebase for narrowboat holidays, canoes and day-boats.

Goytre Wharf continues to be a tourist hot spot attracting thousands of visitors a year and it is busier now than it ever was in the past.

If you would like more information about Goytre Wharf then please visit **www.waterscape.com** or telephone **01873 881 069**.

Archive pictures are courtesy of The Monmouthshire, Brecon and Abergavenny Canals Trust.

Derek Cochrane
BW Regeneration Director

JUST ASK...

...about regeneration and restoration

The BW network comprises 2,000 miles of canals and navigable rivers. Combine this with the waterways other navigation authorities manage, and that's a massive network of inland waterways. But this doesn't tell the whole story. Many waterways are still derelict and un-navigable, and dedicated supporters tirelessly campaign to see them reopened.

There are also exciting new waterway schemes that enthusiasts want to see developed and made reality. *Waterfront*'s Gill Owen caught up with BW regeneration director, Derek Cochrane to discuss how he sees BW's role in the continuing regeneration of the inland waterways.

You have recently been appointed regeneration director. The word restoration is missing from your title, is this a deliberate message to stakeholders?

I've been asked this many times, and yes it is deliberate. All restoration schemes have got to be part of a wider regeneration scheme. We need to be able to persuade others to invest in the schemes we want to develop, so schemes must also match the outputs they require. For example if we receive funding from the Heritage Lottery Fund (HLF) they will require outputs from the scheme to include works that will protect and enhance heritage, whereas a Regional Development Agency (RDA) would want job creation, other economic benefits and promotion of healthy living.

BW doesn't have enough funds to 'go it alone' and just restore a navigation for boating, everything that makes up the waterway corridor needs to be addressed too.

What experience do you have?

I'm very excited about this new position. Before this role I was managing director north, and prior to that I was North West regional director and before that regional manager Scotland. In each role I've been involved with regeneration & restoration schemes, from the Glasgow Canal Project, which gave me great experience of working with project partners - the European Regional Development Fund and the Scottish Development Agency, to projects like the Anderton Boat Lift which had nine sources of funding to manage. Importantly I love to meet people, to understand what they want to achieve, to work out how BW can help and see what we can all gain in the end.

What are you focusing on at the moment?

BW is involved in a myriad of schemes all over Britain, some are relatively small and others are large, attracting national interest. The real focus just now is the Cotswold Canals and Liverpool Link projects, as these are at crucial stages in their development.

In the last few weeks a bid has been submitted to the Big Lottery Fund called the Grand Canal Project and we have passed the first stage. Waterways can have a real impact on people's lives and that's the focus of this bid. Did you know that 70% of the most deprived areas in the UK are within five kilometers of a waterway? We want to make these waterways, which as boaters will know are often the target of attack and vandalism, places that communities can be proud of and enjoy. We want to change attitudes. By working with other organisations all that the waterways have to offer in terms of education, access and leisure can be brought to these deprived areas, and in doing so the physical assets of the waterways will also be improved – which has got to be good for boaters.

Alongside these projects BW is involved in many more regeneration schemes. For example £750,000 has recently been invested from the RDA, the local authorities and the voluntary sector into a feasibility study for the Northern Reaches Lancaster Canal project and we are working with Bradford Urban Regeneration Company to develop the Bradford Canal, as well as supporting the Grantham Canal and Daventry Canal Arm restoration schemes. There are just too many schemes to mention them all in one article!

Will you be re-visiting Waterways 2025, BW's restoration document?

Waterways 2025 is a very important document, as expanding the waterway network is an important part of BW's vision. This year I'll be working on its review. I'm very keen to hear people's views – especially those of boaters and of volunteers involved with the waterways, so please do contact me!

What about working with volunteers?

I passionately believe that the voluntary sector have had the most major effect on the waterway network BW now manages, and I believe that their dedication still has the most potential to move waterway regeneration and restoration projects forwards. We are currently working with The Waterways Trust as part of a Home Office funding bid to develop volunteering proposals. The majority of funding partners we work with insist that the schemes we submit include volunteers and community involvement. I admit that this is an area with lots of issues to discuss, and it's my job to resolve them. It's got to be done in the right way and I welcome any views.

There were lots of questions at the 2005 Annual Meeting about BW's commitment to the Bedford & Milton Keynes Link project, what are your thoughts on the matter?

The project is still at its early stages, and all of the regeneration and restoration projects that I've been involved with have always been told that they "can't go ahead" and "it won't work," and in the case of the Rochdale Canal "it'll never happen – the M62 is in the way." But solutions can always be found, never say never. It's fantastic to see the local authority and societies so enthusiastic and determined – and that's the key, to continue to lobby and influence people so developments in the area will involve their plans. I am going to visit the site in the next few months to learn more, but ultimately it's about funding and where it can be found, which is getting more and more competitive.

Finally, do you have a dedicated team within BW working on regeneration?

I think there are a number of elements needed for a successful regeneration project: a concept and vision; a plan for the scheme; the ability to raise funds and negotiate for land agreements; detailed design and construction expertise; and the methods in place to monitor outputs. We have all of this within BW so I've got a great team to work with, but sometimes we do use specialist consultants when the workload requires it. And as I mentioned before, the work of the volunteers is invaluable, for example the Cotswold Canals Trust has 5,000 members and we rely on their influence, political weight and key skills to push the project forward. Ultimately we are all working towards the same thing – more waterways, enjoyed by more people!

Proposed Liverpool Link
Anderton Boat Lift
Proposed Liverpool Link

THE GREEN BLUE

The Green Blue is a new environmental awareness initiative by the British Marine Federation and the Royal Yachting Association. The initiative was launched at the 2005 Southampton Boat Show and aims to promote the sustainable use of coastal and inland waters by boaters and other watersports participants.

Through www.thegreenblue.org.uk, promotional literature, academic research and partnership projects The Green Blue hopes to educate and inform the recreational boating community about environmental impacts, emphasising how you can avoid or minimise these impacts, by taking a few incremental steps.

Green Blue project manager, Anna Wyse, explains: "The Green Blue is for everyone who enjoys getting out on the water. By working towards an environmentally self-regulating boating community, we can save money, avoid red tape and safeguard the waters and habitats we enjoy for the future."

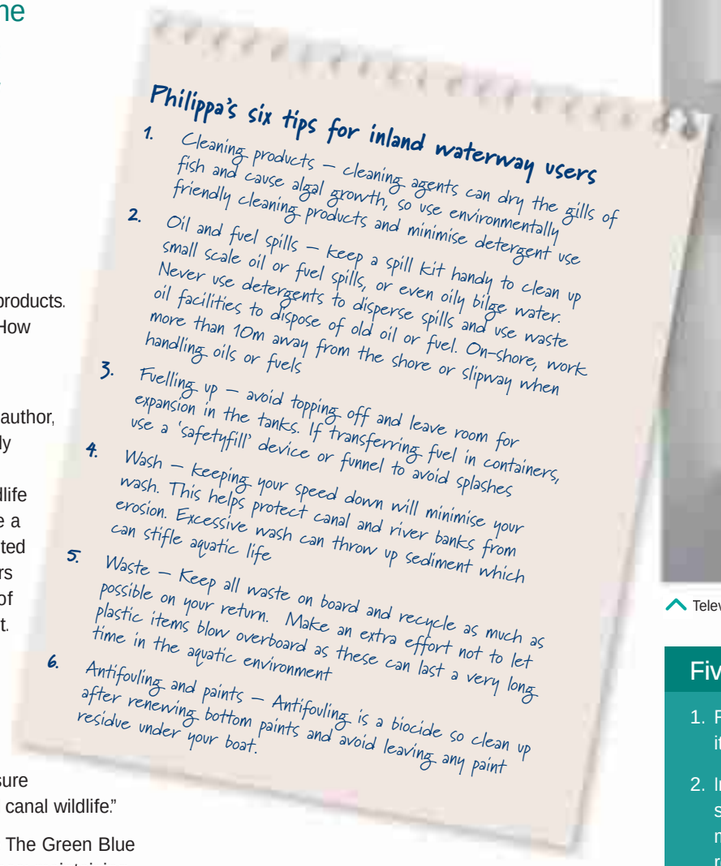
The Green Blue focuses on six impact areas: oil and fuel; cleaning and maintenance; anti-fouling and marine paints; waste management; resource efficiency; and effects on wildlife.

The first project the team have undertaken was an investigation into the capture of anti-fouling during the boat washdown process. By preventing unnecessary anti-fouling entering the water the accumulation of copper biocides in the sediment should be minimised. Anna explains: "we are keen to initiate further projects, particularly on issues like waste recycling and pump-out facilities, and work with partners and authorities to raise awareness. We welcome any ideas and are happy to help any boater with an environmental query."

The website is full of practical tips, there's a 'How to…' section with plenty of information, from finding your nearest oil disposal centre through to sourcing wood from responsibly managed forests. The Green Blue have teamed up with several companies to offer Green Blue website visitors special offers, and there's a 'tried & tested' section where boaters review environmentally friendly products. And there's also a great 'How green is your boating?' quiz to take part in.

Television presenter and author, Philippa Forrester recently became a Green Blue ambassador, saying: "wildlife and inland waterways are a huge part of my life. I wanted to help encourage boaters to become more aware of their boating environment. We have spent years filming wild otters, which have recently returned to our inland waters – a great sign. We must do everything we can to ensure the future of all river and canal wildlife."

BW is working alongside The Green Blue team on the six major areas: maintaining the inland waterway environment; bank erosion; oil/fuel discharges; greywater discharges; engine design and use; and environmental boat design.



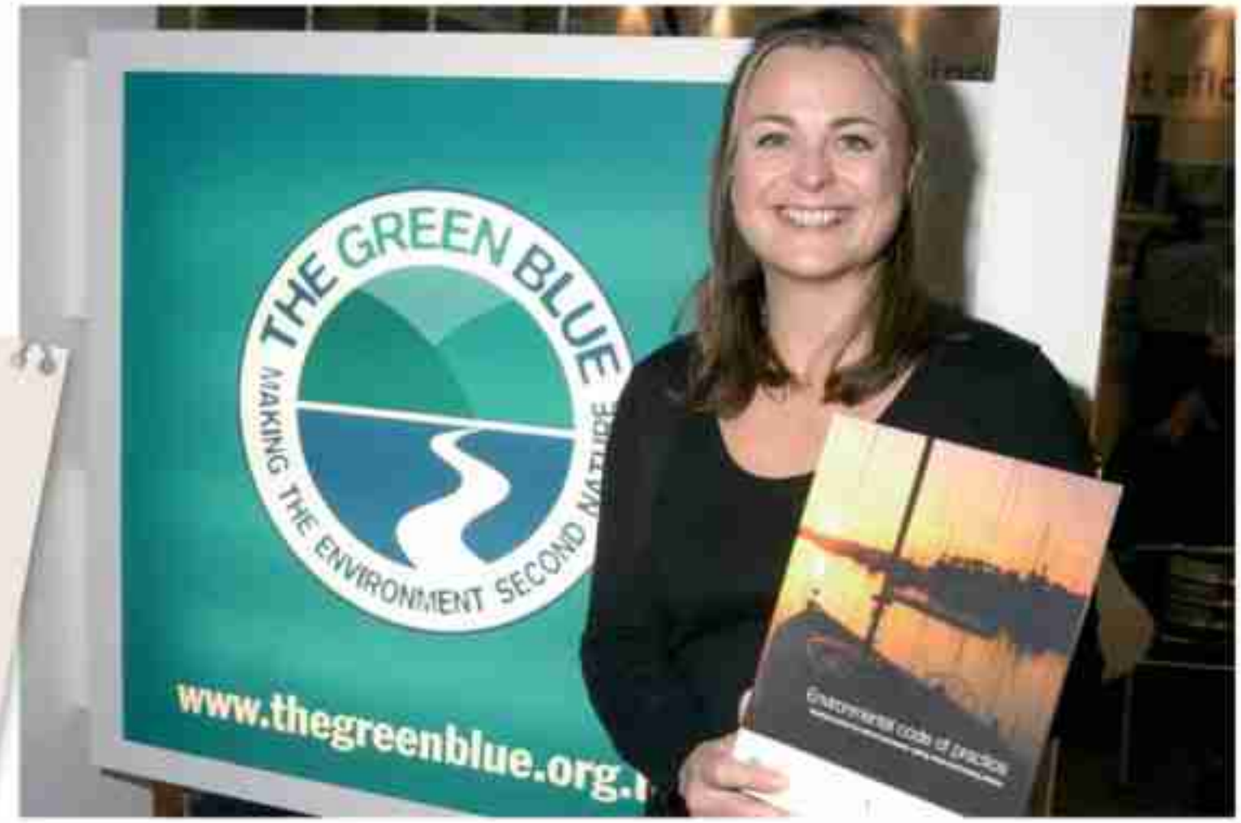
Philippa's six tips for inland waterway users

1. Cleaning products – cleaning agents can dry the gills of fish and cause algal growth, so use environmentally friendly cleaning products and minimise detergent use
2. Oil and fuel spills – keep a spill kit handy to clean up small scale oil or fuel spills, or even oily bilge water. Never use detergents to disperse spills and use waste oil facilities to dispose of old oil or fuel. On-shore, work more than 10m away from the shore or slipway when handling oils or fuels
3. Fuelling up – avoid topping off and leave room for expansion in the tanks. If transferring fuel in containers, use a 'safetyfill' device or funnel to avoid splashes
4. Wash – keeping your speed down will minimise your wash. This helps protect canal and river banks from erosion. Excessive wash can throw up sediment which can stifle aquatic life
5. Waste – Keep all waste on board and recycle as much as possible on your return. Make an extra effort not to let plastic items blow overboard as these can last a very long time in the aquatic environment
6. Antifouling and paints – Antifouling is a biocide so clean up after renewing bottom paints and avoid leaving any paint residue under your boat.

WATCH YOUR WASTE

Here are five products where an alternative non-toxic product can be used instead:

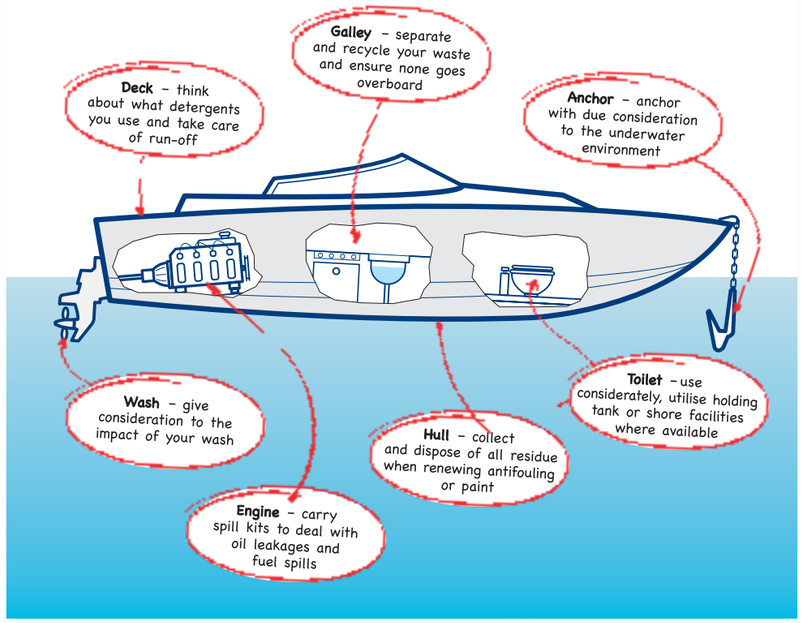
TOXIC PRODUCT	ALTERNATIVE
Detergent and soap	Fresh water and a lot of elbow grease!
Bleach	Hydrogen peroxide
Fibreglass stain remover	Baking soda paste
Mildew remover	Paste of equal parts lemon juice and salt
Wood polish	Use 3 parts olive oil and 1 part white wine vinegar; almond or olive oil (interior unvarnished wood only)



Television presenter and author, Philippa Forrester

Five things you can do to help

1. Remove excess packaging and recycle it at home and marinas.
2. Invest in starch-based rubbish bags for short trips. They break down in 12-18 months rather than 20 years plus for regular plastic bags.
3. Cigarette ends can harm birds and last up to five years. Smokers should keep a small tin in their pocket to stub out and keep butt ends.
4. Use recycling facilities at marinas, clubs and harbour. Alternatively visit www.recyclenow.org.uk to find your nearest recycle point, simply type your postcode in the 'Where to recycle' box and it will give you a map and a list of all the recycling points in that area.
5. Where possible, reduce waste, a simple one is to refill water bottles.


Galley – separate and recycle your waste and ensure none goes overboard
Deck – think about what detergents you use and take care of run-off
Anchor – anchor with due consideration to the underwater environment
Toilet – use considerately, utilise holding tank or shore facilities where available
Wash – give consideration to the impact of your wash
Hull – collect and dispose of all residue when renewing antifouling or paint
Engine – carry spill kits to deal with oil leakages and fuel spills

FOR MORE INFORMATION CONTACT

The Green Blue, RYA House, Ensign Way, Hamble, Southampton SO 31 4YA

T 023 8060 4100 F 023 8060 4294
E info@thegreenblue.org.uk

Or visit their website
www.thegreenblue.org.uk

THIS IS MY PATCH...

The Lancaster Canal has all the rural charm of the North West, boasting tranquillity, beauty and the ultimate 'get away from it all' experience. A contour canal (built along the natural lie of the land) with no locks for 41 miles, the Lancaster Canal is mainly a rural experience, passing through just a handful of major towns.

Waterfront's Becky Mutlow caught up with waterway maintenance supervisor, Roy Gibbons, to find out a bit more about his patch and discover what not to miss on a trip to the Lancaster Canal.

MAN AND BOY

Roy has been working for BW's North West Waterways for 27 years and this is his sixth year looking after the Lancaster Canal. Roy explains, "Back in 1979 I worked with my father on a boat to help maintain the Leeds & Liverpool Canal. It was quite a family affair as my uncle and grandfather also worked on the canal." Now in 2006, Roy looks after a team of 16, and between them they ensure the Lancaster Canal is in top condition for visitors.

A PEACE OF HISTORY

Roy's patch offers a whole host of things to see and do. "If the scenery and tranquillity isn't enough for you," Roy tells me, "then there's a fair few cracking pubs in the area as well as a couple of historic towns that might take your fancy." Our first stop is at the start of the canal at Preston, where the Lancaster Canal meets the Ribble Link.

GATEWAY TO TRANQUILLITY

Roy takes me to one part of the Ribble Link near Preston. "The Ribble Link is essential to the Lancaster Canal," explains Roy, "without the Ribble Link, accessing the Lancaster Canal would be very difficult, limiting the number of people who could come and enjoy the waterway. Because of the tides, and the weather, the Link only operates in the main boating season, between April and October. It's very important to phone up and book a time to come through the Link."

SMALL BUT PERFECTLY FORMED

Garstang, a small market town, is the next stop on our tour. Back in the 18th century Garstang used to be a popular stopping point for coaches en-route from London to Manchester. Its popularity is still evident today. "Visitors love coming here, especially on a Thursday which is market day," explains Roy, "the traditional market has been at Garstang every Thursday since 1310, in the days of Edward II."

TAKE A BREAK AT THE BASIN

If you do fancy the challenge of a few locks, then Roy suggests a visit to Glasson Basin. "The basin is quite a sanctuary, and the journey there is a pleasant one," Roy explains, "once there you can take advantage of the visitor moorings and other boater facilities." The 12-acre basin was opened in 1787, when it was used as a base to import grain and timber, and export coal to Ireland. Roy also told me the basin used to be home to an old salmon smokery, and visitors should take advantage of the enjoyable walk to Lancaster along the old railway track, which has been converted to a footpath.

> "Once people experience the Lancaster Canal – they never want to leave."

CITY CHARMS

The historic City of Lancaster was next on our trip. "This is a beautiful place," says Roy, "even today you can see the original historic charm." Lancaster boasts high street shops, pubs, a maritime museum and a castle that has occupied the city for over 1,000 years. "And if you get a bit peckish, there are plenty of eateries to choose from," explains Roy, "there are some lovely places to eat and drink here, from city centre bars, to traditional country inns and waterside pubs."

LANCASTER'S LUNE

The Lancaster Canal is also home to the Lune Aqueduct, which Roy took me to visit next. "The aqueduct is over 600ft long and was built in 1794 by John Rennie," explains Roy. "It's a lovely aqueduct and people often go walking or jogging along it – there's also a waterbus here that takes you up near the Ribble Link."

END OF THE LINE

Finally Roy took me to the end of the navigable section of the Lancaster Canal to show me the Northern Reaches. Roy tells me, "although unnavigable to boaters, the Northern Reaches is a very popular walking spot. If you're lucky you may spot a buzzard or a resident badger." Local canal societies, along with the support of BW, are rallying support to try and restore the canal to a navigable state once again.

As the trip draws to an end Roy tells me why he enjoys working on his patch so much: "this canal is in such a lovely part of the country, it is peaceful, scenic and the team I work with are dedicated to ensuring the canal is in top condition. Without them, the Lancaster Canal would be nowhere near as enjoyable as it is."

Lune Aqueduct

Near Galgate, Lancaster Canal

DID YOU KNOW?

- Garstang has a traditional market that has been running since the days of Edward II.
- The stonemasons who built the Lune Aqueduct were paid 12 shillings (60p) per week.
- Lancaster Castle has dominated the city for over 1,000 years.
- You could spot a buzzard or a badger along the Northern Reaches.

To book a passage on the Ribble Link call 01942 405 700
www.waterscape.com/ribble_link

A DAY IN THE LIFE OF A VISITOR MOORING

Stourport Basin, located at the junction of the River Severn and the Staffordshire & Worcestershire Canal was one of the UK's busiest inland ports where goods were transferred from the industrial cities of the Midlands.

James Brindley supervised its creation in 1766 and originally the site was not just one basin but five square basins with a complex series of interconnections.

Today the basin makes an interesting stop, boasting exceptional architecture, including the 18th century Tontine Hotel and the spectacular Clock Tower Wharf. Numerous waterside businesses call the basin home and there are several places to grab a bite to eat by the water.

On a chilly February morning, ***Waterfront's*** Hannah Kitchener and Becky Mutlow visited the Georgian town of Stourport-on-Severn to explore the basin and meet the boaters moored there.

Vic Curtis

SCHOOL'S OUT FOR BOATING

John & Amanda Chuter

Teachers John & Amanda Chuter are making the most of their half-term break by taking their shared ownership boat, *Spring Dew*, out for a four-day trip up the Severn. "We've cruised from Holt Lock visitor moorings and headed straight for Stourport," they explain. Amanda tells us she used to go boating as a child and always wanted to go to Stourport Basin: "It's amazing here and I recommend coming out of season, it's so peaceful."

A LICK OF PAINT

We spotted Vic Curtis mooring up at the visitor pontoons on the River Severn, waiting for the narrow locks into the basin to become clear. "We're just off to Wolverhampton to give our boat, *Celtic Spirit*, a new coat of paint," explains Vic, "we're getting quite an unusual design comprising blue roof and diamonds around the side of the boat."

Vic got the bug following many hire boat holidays: "I'd been taking boating holidays for five years prior to buying a boat, and have visited Stourport Basin before, it always looks so clean and tidy."

Janet & Craig Julian

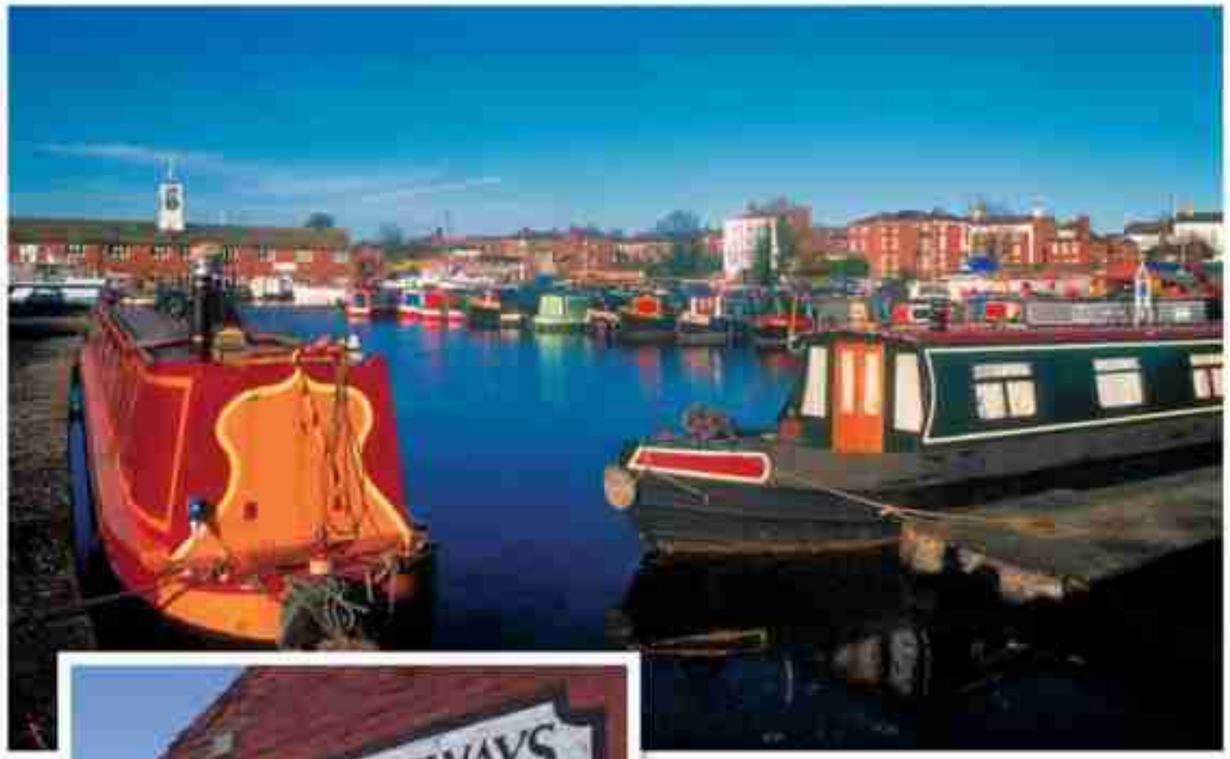
DREAM LOCATION

Paul & Chris Edwards with their dog Ivy

Paul and Chris Edwards and their dog Ivy are moored on their 58-ft narrowboat, *Dream on*. "We got a mooring at Stourport for the winter and love it here," says Chris. "It has everything we need, we're close to shops, there's good boating facilities, public transport links and lovely walks for Ivy." Chris told us about the sense of community spirit in the area: "everyone is friendly here, always willing to help you out, the BW staff are smashing, and boaters meet up in the pub every Thursday for a curry!"

DING DONG

Bell ringing enthusiasts Janet and Craig Julian have crossed many waters to be in Stourport, "I'm from Australia and Craig is American," explains Janet. "We moved over to the UK and got our boat, *Rainbow Lorikeet*, built here at Stourport, to continuously cruise across the country. This place is such a haven, it's very close to our hearts." Janet and Craig are on the move again soon, to see Janet's daughter in London: "we're going to cruise down south and go bell ringing along the way, it's good fun and everyone is always so friendly."



TEAM EFFORT

Moorings officer, Helen Underhill & basin assistant, Graham Fullwood.

At the basin office we spoke to moorings officer, Helen Underhill and basin assistant, Graham Fullwood. Helen explained how the staff work together to keep the area so well maintained: "we all muck in and do our bit, be it painting or cutting the grass. We are very proud of the basin and want it looking good." Graham told us: "Bank Holidays are incredibly busy, people love coming here, it's very pretty and there's lots to do, including some lovely walks in the area, so come visit!"

British Waterways
Basin Office
Severside, Stourport on Severn
Worcestershire DY13 9EN
T 01299 877661
F 01299 825382
www.waterscape.com/stourport

BOATER'S FACILITIES

- 24H — 24 hour visitor moorings
- 48H — 48 hour visitor moorings outside the basin on River Severn
- 5D — 5-day visitor moorings at York street
- Pump out facilities
- Water point
- Toilets & showers
- Washing machines & driers
- Chandlery
- Dry dock
- BW Basin Office
  An information point which also sells pump out and electricity cards, BW and anti-vandal keys, short-term licences, maps and gifts.

8 OUT OF 10 BOATERS...

20 QUESTIONS

We all get them – the phone calls, the emails, the eager clipboard lady in the high street, people all asking for a few minutes of our time. Their reason? Market research – they want to learn more about you. Companies are eager to find out how you feel about a product or service, how they are going wrong, and what they can improve so you are more satisfied next time round. BW is no different and takes its market research results extremely seriously and wants to make sure it has delighted customers. *Waterfront's* Becky Mutlow met up with BW market research executive, John Wood, to find out how BW's research is conducted and how it can help improve a waterway near you.

20 QUESTIONS

"Market research is all about understanding what the customers want, their needs, and what they think of BW," says John. He goes on to explain that BW uses the information it collects to make improvements to the waterways. "If we see, for example, a downward trend of customer enjoyment because of poor maintenance of the towpath on a certain stretch of canal, the local waterway office are made aware of this," explains John, "and the problem can be something as simple as the grass is not being cut as often as it should be."

VITAL STATISTICS

John and customer insight manager, Angela Groves, undertake a range of activities to understand waterway users better. From questionnaires sent to BW licence holders and visitor surveys at key attractions around the waterways, to installing pedestrian, cyclist and even boat counters on the towpath to monitor the changes in visitor patterns over time. This is particularly useful when measuring the success of regeneration programmes. John says, "We tracked the number of boats on a stretch of the Llangollen Canal before and after mooring basins were developed, and we soon learnt the area had 20% more boaters enjoying that particular area."

Market research executive, John Wood & customer insight manager, Angela Groves.

GO ON, FILL IT IN

"It's very important to us that if any *Waterfront* readers receive questionnaires from BW they fill them in and tell us what was good and what we need to improve on," says John. "For example, our North West Waterways want to promote the Leeds & Liverpool Canal, and need to find out why people do or do not use it, so by adding specific questions into BW's questionnaire, they can learn what people enjoy about the canal, organise follow up work from the results and address any areas that need improvement."

John highlights all BW's research takes place in line with the Market Research Society's code of conduct. All information supplied is confidential, the customer's identity remains anonymous and the information is not passed onto third parties or added to BW mailing lists, unless the person questioned specifically asks for it.

So as my interview with John comes to an end, without a clipboard in sight, I learn that market research is out there to do some good. For BW it's there to help people enjoy themselves whilst visiting the waterways, and if they're not, we can learn how to make it a better experience in the future.

If you are interested in taking part in future ad-hoc market research then please email waterfront@britishwaterways.co.uk putting 'market research' in the subject of the email.

Key survey results can be found in BW's Annual Report & Accounts on www.britishwaterways.co.uk/annualreport

All about you...

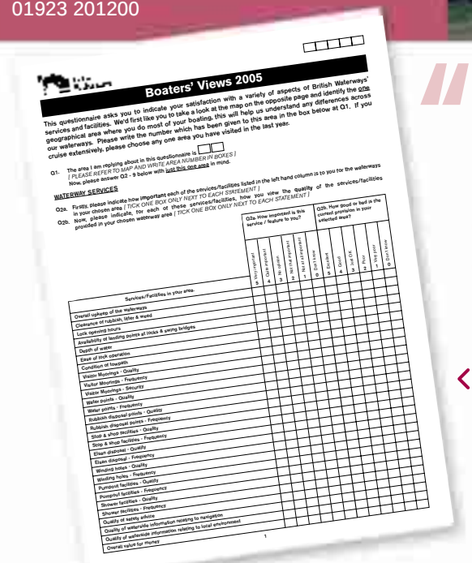
Here are some interesting findings we found out about inland waterway visitors...

- A dog is a woman's best friend– women are more likely found walking the dog than their male counterparts
- Life begins at 40 – nearly two thirds of boater's bought their first boat once they turned 40
- Shedding the pounds and saving the pennies – more and more of you are turning to ways to keep fit that are free of charge, like walking, jogging or cycling along towpaths

WHAT DOES BW RESEARCH FIND OUT?

- what you think of our waterways
- the cleanliness and condition of the waterways
- overall enjoyment of your visit to the waterways
- did your experience on the waterways meet your expectations
- how efficient and courteous were BW staff

For more information on market research, please contact Angela or John on 01923 201200



Boaters' Views 2005

This questionnaire asks you to indicate your satisfaction with a variety of aspects of British Waterways' services and facilities. We'd first like you to take a look at the map on the opposite page and identify the one geographical area where you do most of your boating, this will help us understand any differences across our waterways. Please write the number which has been given to this area in the box below at Q1. If you cruise extensively, please choose any one area you have visited in the last year.

Q1. The area I am relying about in this questionnaire is [ ]
[PLEASE REFER TO MAP AND WRITE AREA NUMBER IN BOXES]
Now, please answer Q2 - 5 below with just this one area in mind.

Q2a. Firstly, please indicate how important each of the services/facilities listed in the left hand column is to you for the waterways in your chosen area [TICK ONE BOX ONLY NEXT TO EACH STATEMENT]

Q2b. Now, please indicate how you view the quality of the services/facilities provided in your chosen waterway area [TICK ONE BOX ONLY NEXT TO EACH STATEMENT]

WATERWAY SERVICES

Services/Facilities in your area	Q2a. How important is this service / feature to you?					Q2b. How good or bad is the current provision in your selected area?					
	Very important	Important	Neither important nor unimportant	Not very important	Not at all important	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know
Overall cleanliness of the waterways											
Cleanliness of rubbish, litter & waste											
Safe opening hours											
Availability of landing points at locks & swing bridges											
Depth of water											
Ease of lock operation											
Condition of towpath											
Visitor Moorings - Quality											
Visitor Moorings - Frequency											
Water Moorings - Security											
Water points - Quantity											
Water points - Frequency											
Rubbish disposal points - Quality											
Rubbish disposal points - Frequency											
Bridges - Passage space											
Slipway & boat facilities - Quality											
Slipway & boat facilities - Frequency											
Dredging - Quality											
Dredging - Frequency											
Boat displays - Frequency											
Boating Safety - Quality											
Boating Safety - Frequency											
Furniture Facilities - Quality											
Furniture Facilities - Frequency											
Brown Sanitary - Quality											
Brown Sanitary - Frequency											
Quality of safety advice											
Quality of navigation, information relating to navigation											
Quality of waterside information relating to local environment											
Overall value for money											

"If there are any problems on a stretch of canal, these can be highlighted and addressed, that's why it's very important if any *Waterfront* readers receive questionnaires they fill them in and tell us what's good and what we need to improve on."

Wales & Border Counties Waterways learnt from market research that the Anderton Boat Lift isn't all that easy to find, so they are now working to get brown signs on the M6 and M56 to help people get to the attraction with ease.

WATERSIDE WALKS

Have you made the usual annual resolution to do more exercise and get in shape? Forget expensive gym membership, put your walking boots on and get down to your local canal for free.

With over 1,500 miles of towpaths open for walking there are plenty of options, from leisurely strolls from your boat, to local nature trails and guided walks. And for hardcore walkers there are long-distance towpath hikes, like the Grand Union Canal's 145 miles from London to Birmingham!

Waterfront's Hannah Kitchener takes a look at walks by the water using Waterscape.com, the online guide to all things water related, for inspiration.

"Walking has become Britain's most popular outdoor recreation activity with 77% of adults walking for pleasure at least once a month."
Ramblers Association
Camden Lock
King's Cross
½ mile
1 ½ miles
London Zoo
Regent's Park
2 miles

Discover Newbury's waterside scene
Stop off at Urquhart Castle
Take a detour at Camden Lock

Simply select the 'Go walking' link on the Waterscape.com homepage. Then click on the interactive map, or type a town or waterway name into the search box of the area you want to walk in. Waterscape.com gives all the details you require to get the most out of your walk, including illustrated itineraries and interactive maps with access points, public transport links, parking and visitor mooring information.

I've selected just some of the walks I found on Waterscape.com as a taster of what's available. Hopefully these will be enough to whet your appetite and soon you'll be using Waterscape.com to discover a waterside walk near you.

WATER HERITAGE TRAIL

Waterway: River Weaver
Start & End: Dock Road Edwardian Pumping Station
Distance: 2.5 miles / 4km
Duration: 1 hour
Type: Circular route

This walk focuses on the industrial archaeology and water heritage of Northwich. It begins at the fascinating Dock Road Edwardian Pumping Station with its unique, circular Grade II Listed building, and visitors can see the restored engines and pumps in action. Other features include Hunts Locks, the site of the original eleven locks built in the 1730s, the railway viaduct built in the 1860s and Brock's Riverside Warehouse.

TOP TIP – include a visit to the Anderton Boat Lift, Salt Museum or the Lion Salt Works.

NEWBURY DISCOVERY TRAIL

Waterway: Kennet & Avon Canal
Start & End: Newbury Wharf
Distance: 3 miles / 4.8km
Duration: 1 hour 30 mins
Type: Circular route

Enjoy the wonderful industrial landmarks and the historical bustle of Newbury. The trail is marked with symbols and features several original wharf buildings and period houses. Further along you will see part of the old Hovis Flour Mill built around 1930, now converted into flats. Towards the end of the trail you will see Newbury Lock which was the first lock to be built on the canal in 1796 and the only one with lever-operated ground-paddles, called 'Jack Coughs'.

TOP TIP – 3-hour public boat trips depart from Newbury Wharf from mid-April.

Walkers are asked to follow the Country Code:

1. Keep to the line of the path
2. Leave gates as you find them
3. Respect the countryside – leave wildlife, livestock, crops and machinery alone
4. Keep your dogs under control
5. Take your litter home

Personal safety awareness – remember you are responsible for your own safety, walking alone in isolated areas or in the dark is not recommend and children must be accompanied by an adult.

Please note all times and distances are approximate.

LITTLE VENICE TO CAMDEN

Waterway: Regent's Canal
Start & End: Warwick Avenue tube station
Distance: 4 miles / 7.2km
Duration: 2 hour 15 mins
Type: Circular route

This walk starts and finishes at the picturesque Little Venice and takes you through the beautiful green corridor of the Regent's Canal, Primrose Hill and St John's Wood. You will see numerous sites of interest including the Old Toll House dating from 1812, majestic villas built to Nash's original designs and the notorious 'Blow up Bridge'. The stretch also includes the famous Snowdon aviary of London Zoo, Lord's Cricket Ground and the former residencies of many writers, artists and inventors.

TOP TIP – take a detour to the vibrant markets at Camden Lock for some retail therapy.

THE GREAT GLEN WAY

Waterway: Caledonian Canal
Start: Old Fort, Fort William
End: Inverness Castle
Distance: 73 miles / 117km
Time: 5-6 days
Type: Linear route

This is a perfect introduction to long distance walking with most of the route following the towpath or adjacent woodland tracks. Spectacular views are guaranteed and there is an abundance of historic and natural heritage to discover along the way. Interesting features include Neptune's Staircase, Fort Augustus, Loch Ness, Urquhart Castle, Moray Firth and Inverness Castle.

TOP TIP – if you start from the Fort William end then the prevailing wind will be behind you!

For more information visit www.waterscape.com/walking or contact the BW Customer Service Centre on 01923 201120.

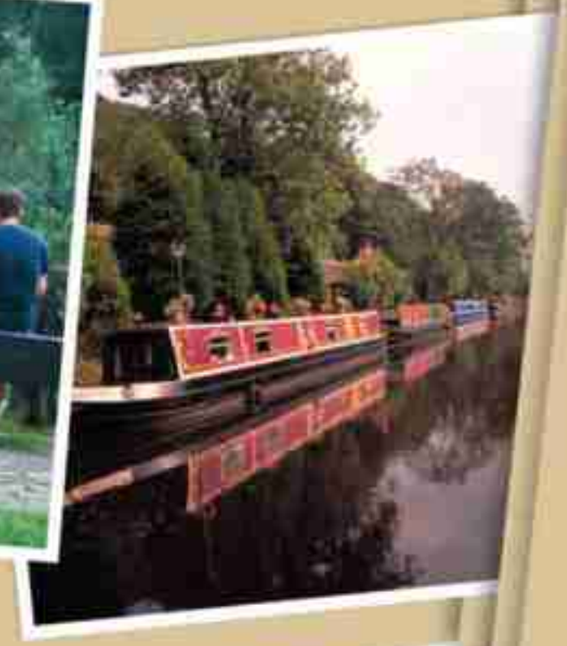
WORKING FOR THE WATERWAYS

Name: Sue Ashurst
Position: Waterway Community Safety Officer
Time at BW: Six months

BW's new girl Sue has taken on a unique job. Sue is the first waterway community safety officer employed by BW. Formally a policewomen, Sue now has the responsibility of reducing anti-social behaviour on the waterways of the North West. "I'm really enjoying this new challenge," she says, "I love getting out on the bank meeting other staff and customers, and knowing that I can make a difference."

Sue is also kept busy establishing links with local authorities and organisations such as the police. "By building relationships we can raise BW's profile and create awareness of the type of problems that boaters and other waterway users can endure," explains Sue.

Sue says that her work is more effective if people report crime and anti-social behaviour to the police and BW. "BW's visitor incident report forms are a powerful tool. They mean I can present real evidence to the police and local authorities and make them sit up and take notice of what's happening on the waterways. I urge everyone to fill them in if they witness any anti-social behaviour or crime."



Name: Simon Thomas
Position: Basin Officer
Time at BW: Two years

Simon Thomas looks after Diglis Basin on the Worcester & Birmingham Canal, doing all sorts from organising licences and moorings to greasing the paddle gear. "I was a boater," he explains, "and when I relocated my mooring I was invited by the supervisor to apply for the post." Simon wanted to settle down as he and his wife were expecting a baby, so was delighted when he got the job.

Simon has established excellent relationships with customers, local authorities and hire boat companies who often come to Simon for advice. "I like to go that extra mile for all my customers, it's what I enjoy about the job – I think it's all about the personal touch," he says.

Simon recently won APCO's Lock keeper of the Year award. "I was so shocked when I found out I had won it," he describes, "it's great that the public feel they've got a good service from me and the team I work with, even though we have been incredibly busy over the past year."

Name: Mark Prosser
Position: Multi-skilled operative
Time at BW: 10 years

Multi-skilled waterway operative, Mark Prosser works in the midst of the Monmouthshire & Brecon Canal. After working away from home a lot, Mark wanted to spend more time on home ground so he got a job with BW. "I really enjoy working outdoors, it's a lovely environment to work in and I especially like meeting people and telling them all about the history behind the canal," he says.

Mark recently won the regional BW customer service award for helping some disabled boaters when their boat broke down as they were going through a lock. And he has been in the local paper for other heroic activities too. "A cat got itself stuck in some tree branches," he says, "and I managed to cut it out. When I got it down, the local paper was waiting for me!"

A bricklayer, tree surgeon and stonemason by trade, Mark enjoys working on the historic structures of the Mon & Brec saying: "I enjoy my life on the canal and it's great that I can use my skills in such scenic surroundings."

Name: Jason Schofield
Position: Waterway Operative
Time at BW: Four years

London Waterways' Jason Schofield has an interesting story to tell. Yorkshire man born and bred, the waterway operative came to London looking for a job but unfortunately ended up homeless. Jason joined a scheme organised by the charity Thrive which, amongst other activities, helps under privileged people get back to work and learn new skills. "One day a week Thrive got me working by the canal," explains Jason, "and the local BW supervisor noticed my efforts and invited me to apply for a job at BW."

Now four years on, Jason is a waterway operative on the Regent's Canal, maintaining the length between Islington Tunnel and Old Ford Lock. "Having grown up in the country I really enjoy working outdoors, especially by the canalside where I get to see all the boats," he says, "as well as meeting all the boaters and everyone else who uses this busy stretch of waterway."

Jason has recently won a BW customer service award as well, for saving a man's life after he fell into the water saying: "I was overwhelmed when I found out I had won an award – and that I helped to save someone's life."

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LETTERS

Our hedge cutting contract now requires our contractors to sweep or blow the hedge clippings into the base of the hedge where they can rot down safely. Inevitably there will be some thorns which remain on the towpath, but the majority are removed in this way.

I see from your email that you had a problem with hedge clippings during the middle of October. This year our hedge cutting has not started that early so I don't believe our work has caused the problem you experienced with your propeller. However, I understand from local staff that there are one or two adjoining farmers who have cut the top of some of the towpath hedges from their land, so it is possible that these caused your problem. Over recent years we have been working with adjoining farmers to agree when hedges will be cut (and when they will be left to shoot so they can be laid in a few years) and will continue with this.

I am sorry you have been inconvenienced in this way, but hope this helps explain that we have responded to customer feedback and are trying to reduce the thorns on the towpath.

Best wishes

Matthew Routledge
Operations Manager,
South East Waterways

Dear Editor

Would it be possible, please, to arrange for your maintenance teams to clear the towpath of debris after they have trimmed the hedges? On the southern Grand Union and South Oxford canals usual practice is to leave the cuttings where they fall. Two weeks ago a helpful wind tidied up after one team by blowing hawthorn and wild rose trimmings into the canal, where quantities interacted with my prop.

Since your environmental policy is to allow trimmings to rot back, and since your hedge maintenance teams seem to consist of at least two persons, might one be allotted the task of following behind and sweeping the trimmings back below the hedgerow, where they would additionally provide ground cover for a variety of small creatures and hibernating insects?

Yours sincerely, a generally happy canal boater.

Steve Fuger

Dear Editor

Like the majority of boaters we are appreciative of the way that in recent years BW has organised visitor moorings along so many of the canals.

To have a 48 hour time limit in many popular places such as Great Haywood is a brilliant idea, as this village has important facilities such as a doctor's surgery and a pharmacy.

However on numerous occasions this year we have observed more than one boat moored for several days thus overstaying the 48 hours maximum, and making it impossible for other boaters to stop along this stretch.

Why? One selfish boater has handwritten 14 days over the faded 48 hours notice, which has given others, as well as him, the chance to remain there for longer.

Do these people never think that others require the village services too?

In 2002 we had good reason to stop above Haywood Lock for one of our crew urgently needed to visit the surgery. Thankfully mooring was available on that occasion, and should be today as well.

We hope that this matter will be rectified in the near future, returning Great Haywood to the 48 hour max. as before. Perhaps BW might find the resource to check on this stretch more often?

Yours sincerely,

Graham Hines

Thank you for your letter regarding visitor moorings at Great Haywood.

The sign on the visitor moorings should be for 48 hours maximum stay and was put in place, like you say, to give easy access to Great Haywood and amenities on a short stop over. The sign has been vandalised so the incorrect stop over time of 14 days is visible.

On a positive note I'm pleased to say that a new and correct sign is now in place and our patrol officer is aware of the situation.

Yours sincerely,

Holly Mc Bride
Retail & Information Supervisor
West Midlands Waterways

Dear Editor

Probably the most important topic to most readers at the moment is the Licence Consultation and proposals. Yet what do I find when I look through my current magazine?

One small paragraph on the update page. And that paragraph seems to imply that it is a "fait accompli". "If any current proposals change significantly in the light of views received ..." seems to suggest to me that BW would rather they didn't!

I hold a Continuous Cruising licence and was not sent a copy of the paper. When I looked on the website to find the paper it was, let's say, less than easy to find. I have to say that I am left wondering if BW would rather not just tuck it away somewhere and slide it in without anyone noticing. We are actually all on the same side folks – boaters (most of us) want to use the waterways quietly and without interfering with anyone else; BW (I guess) wants to manage it with as little hassle as possible. Why can't we all work together to achieve this? More openness will only lead to more cooperation.

Yours sincerely

Ian Jarvis

PS BW External Relations were very helpful in answering some of my questions on this issue.

Dear Mr Jarvis

Thank you for your comments regarding the Licence Fee & Structure Consultation article.

By the time *Waterfront* (issue11) hit our boating customer's doormats the consultation period had closed and I felt that it would be better to talk about the results of the consultation in a future edition of *Waterfront*, rather than speculate on what may or may not happen. You will be pleased to see on page four a piece discussing the consultation.

As you state, an error did occur if you did not originally receive a copy of the paper, however I understand you did get a copy within the consultation period and submitted your views. You've also since received a report about the consultation when it was published in November 2005.

Your comments about ease of use of the website are with the website co-ordinator, but for future reference all consultation information is available on-line at www.britishwaterways.co.uk/accountability/consultations.

Sally Ash
Head of Boating Development

Turning widths of winding holes are marked on the Boaters' Guides available to download on www.waterscape.com. Simply go to the 'Go Boating' section, then click on 'Boaters' Guides' (under the 'info for boat-owners' title), and use the drop-down box to select a waterway. Alternatively this information is included in books published by Nicholsons and Pearsons, amongst others.

A journey on new territory always goes better with one of these guides, as other things such as length of pound, water points, pump outs etc are listed. The turning points are also clearly marked and if there is no dimension figure next to it then you should be able to turn a full length boat, 71 feet 6 inches, although sometimes you have to juggle it a bit with the max length.

Hope this helps.
Jean Hicks
Customer Service Advisor
(and boat owner)

Dear Editor

Could you please explain to me how I would know the turning width of a winding hole? Thank you.

Yours sincerely,

Trevor Wright

Please send your correspondence to:
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The Editor reserves the right to shorten or modify any letters submitted.

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